In the Claims:

1. (Currently Amended) A system for documenting delays during a telecommunications service call project comprising:

a communications device operable by a user, wherein the communications device is adapted to receive from the user project information related to a delay in the field associated with a project with a service installation guarantee threshold, wherein reasons for delay comprise adverse weather conditions, lack of equipment, lack of technical expertise, customer postponement, customer is unavailable to accept restoration of service until all repairs are completed, and circuit verification is required by customer;

a server accessible by the communications device via a communications network during a communications session to receive the project information from the communications device wherein the project information includes at least a duration and a classification of an excusable delay, wherein further an excusable delay comprises adverse weather conditions, customer postponement, customer is unavailable to accept restoration of service until all repairs are completed, and circuit verification is required by customer;

an elapsed time clock in communication with the server where the elapsed time clock measures the total elapsed time from the initiation to the complete of the project;

a delay maintenance timer in communication with server, wherein the delay maintenance timer aggregates all excusable delays encountered during the project; and

a systems interface coupled to the server, wherein the systems interface is adapted to facilitate uploading of the project information from the communications device to the server during the communications session, wherein the server is further adapted to update

[[a]] the delay maintenance timer with the project information, wherein further at the completion of the project the server subtracts the aggregated excusable delay on the delay maintenance timer from the total elapsed time to determine a discounted project time, wherein the discounted project time is compared to the service installation guarantee threshold to determine if the project was completed within the service installation guarantee threshold.

2. (Original) The system of claim 1, wherein the delay maintenance timer is associated with a legacy system.

3. (Currently Amended) The system of claim 1, wherein the project information comprises ~~one or more of~~ at least a name of a person authorizing invocation of the DMT; a customer name; a telephone number of the customer; a reason for the delay; a date and time the agreement was reached with the customer; a return date and time on which performance of the task should be resumed; and comments.

4. (Currently Amended) The system of claim 1, wherein the communications device is one of a telephone and a compute~~r~~ing device.

5. (Original) The system of claim 1, wherein the systems interface includes one or more of a protocol server and a transaction server.

6. (Currently Amended) A method for documenting delays comprising the steps of:

while in the field, inputting project information related to a delay associated with a telecommunications service call project with a service installation guarantee threshold

using a communications device, wherein reasons for delay comprise adverse weather conditions, lack of equipment, lack of technical expertise, customer postponement, customer is unavailable to accept restoration of service until all repairs are completed, and circuit verification is required by customer;

establishing a communications session between the communications device and a server by launching an interface via an icon on the communications device;

uploading the project information from the communications device to the server wherein the server is in communication with a maintenance clock where the maintenance clock measures the total elapsed time from the initiation to the completion of the project; ~~and~~

examining each reason for delay wherein delays that are excusable are documented as such and increment a delay maintenance timer and delays that are not excusable do not;

subtracting the amount of excusable delay time on the delay maintenance timer from the total elapsed time to determine a discounted project time, wherein the discounted project time is compared to the service installation guarantee threshold to determine if the project was completed within the service installation guarantee threshold

~~updating a delay maintenance timer with the project information~~.

7. (Original) The method of claim 6, wherein the inputting step uses a user interface at the communications device.

8. (Original) The method of claim 6, wherein the establishing step involves a communication network and a systems interface.

9. (Cancelled)

10. (Cancelled)

11. (Currently Amended) A system for documenting delays comprising:

a communications device operable by a user in the field, wherein the communications device is adapted to receive from the user ~~project~~ information related to a delay associated with a telecommunication service call project with a service installation guarantee threshold;

a server accessible by the communications device via a communications network during a communications session to receive ~~the~~ project information from the communications device wherein the project information includes at least a duration and a classification of an excusable delay, wherein an excusable delay is chosen from a subset of a set of reasons for delay;

a systems interface coupled to the server, wherein the systems interface is adapted to facilitate uploading of the project information from the communications device to the server during the communications session;

a delay maintenance timer accessible by the server, wherein the delay maintenance timer is adapted to receive an amount of delay time based on the project information from the server; and

a maintenance clock that keeps an overall time associated with the project, wherein the amount of delay time is discounted from the overall time to determine a discounted project time, wherein the discounted project time is compared to the service installation guarantee threshold to determine if the project was completed within the service installation guarantee threshold.

12. (Original) The system of claim 11, wherein one or both of the delay maintenance timer and the maintenance clock are associated with a legacy system.

13. (Original) The system of claim 12, wherein the legacy system is a work force administration system.

14. (Original) The system of claim 11, wherein the systems interface has provisions to determine whether the user is an authorized user.

15. (Currently Amended) The system of claim 11, wherein the ~~project information includes a reason for the delay~~ set of reasons of delay comprise at least adverse weather conditions, lack of equipment, lack of technical expertise, customer postponement, customer is unavailable to accept restoration of service until all repairs are completed, and circuit verification is required by customer.

16. (Currently Amended) A method for documenting delays experienced during a telecommunication service call project comprising the steps of:

initializing a maintenance clock upon commencement of a project with a service installation guarantee threshold, wherein the maintenance clock continuously accumulates an overall project time from the commencement to a closeout of the project;

dispatching a service person to a field location of the project;

inputting project information related to a delay encountered by the service person using a communications device at the field location,

wherein the project information comprises a name of a person authorizing the amount of delay time; a customer name; a telephone number of the customer; a reason for the delay; a date and time the agreement was reached with the customer; a return date and time on which performance of the task should be resumed; and comments,

wherein further a subset of the project information is prestored in the communications device,

wherein further still, reasons for delay include adverse weather conditions, lack of equipment, lack of technical expertise, customer postponement, customer is unavailable to accept restoration of service until all repairs are completed, and circuit verification is required by customer;

establishing a communications session with a server;

uploading the project information to the server;

calculating an amount of excusable delay time based on the ~~project information~~ reason for delay, wherein an excusable delay includes adverse weather conditions, customer postponement, customer is unavailable to accept restoration of service until all repairs are completed, and circuit verification is required by customer; and

subtracting the amount of excusable delay time from the overall project time to determine a discounted project time, wherein the discounted project time is compared to the service installation guarantee threshold to determine if the project was completed within the service installation guarantee threshold.

17. (Cancelled)

18. (Original) The method of claim 16, wherein the inputting step uses a user interface, wherein the user interface has dedicated fields to received various components of the project information.

19. (Currently Amended) The method of claim 16, wherein the amount of excusable delay time is accumulated by a delay maintenance timer accessible by the server.

20. (Original) The method of claim 16, wherein the subtracting step is performed by a legacy system that hosts the maintenance clock.

21. (Currently Amended) A method for documenting justifiable delay time associated with a telecommunications service call project with a service installation guarantee threshold comprising the steps of:

initializing a maintenance clock upon commencement of the project, wherein the maintenance clock continuously accumulates an overall project time from the commencement to a closeout of the project;

dispatching a person to a field location associated with the project;

encountering a delay at the field location, wherein reasons for delay comprise adverse weather conditions, lack of equipment, lack of technical expertise, customer postponement, customer is unavailable to accept restoration of service until all repairs are completed, and circuit verification is required by customer;

gathering project information associated with the delay at the field location;

determining whether the delay is [[a]] justifiable based on a set of established rules, wherein a justifiable delay is a reason for delay caused by the customer;

if the delay is justifiable then performing the steps of :

inputting the project information by the field personnel in a communications device at the field location if the delay is a justifiable delay;

establishing a communications session with a server using the communications device;

uploading the project information from the communications device to the server;

updating a delay maintenance timer by the server with an amount of justifiable delay time derived from the project information; and

subtracting the amount of justifiable delay time from the overall project time at the closeout of project to determine a discounted project time, wherein the discounted project time is compared to the service installation guarantee threshold to determine if the project was completed within the service installation guarantee threshold.

22. (Original) The method of claim 21, wherein the project is a task regulated by a governmental agency.

23. (Original) The method of claim 21, wherein the established rules include imposition of a fine if the overall project time exceeds a threshold.

24. (Original) The method of claim 21, wherein the established rules are service installation guarantee rules.

25. (Original) The method of claim 21, wherein the delay maintenance timer resides at a legacy system that hosts the maintenance clock.